



Apple Security Checklist

Please complete the steps below to ensure the Find My iPhone/iPad security feature is deactivated prior to sending your Apple devices to e-Cycle.*

Recycling a Samsung device? Please see page 2 for the Samsung Security Checklist.

Turn Off Find My iPhone/iPad

Follow these steps:

1. Go to the Settings app on your device
2. Select iCloud
3. Select Find My iPhone/iPad in the menu and then toggle the button to the Off position
4. Enter Apple ID password and turn off Find My iPhone
5. Find My iPhone functionality is now disabled and your device is ready to be sent to e-Cycle

Device Reset: You can also disable Find My iPhone/iPad by resetting your device through the Settings app > General > Reset > Erase All Content and Settings.

IMPORTANT: Do NOT remotely wipe, lock or mark your device as lost or stolen using iTunes or iCloud.

Not sure if Find My iPhone/iPad is deactivated?

Visit www.iCloud.com/activationlock and enter the device IMEI or Serial Number. Activation Lock should read Off.

Already Shipped Your Device?

Follow these steps:

1. Sign in to your Apple iCloud account: www.iCloud.com/#find
2. Click the All Devices link at the top of the page
3. Click on the device you would like to deactivate (the device may appear as Offline)
4. Click Remove from Account at the bottom of the page
5. Click Remove when prompted
6. Your device can now be processed by e-Cycle



Samsung Security Checklist provided on page 2.

Do you have questions or need assistance? Contact the e-Cycle support team at GoGreen@e-Cycle.com or 1.855.329.2536 (855.ECYCLE.NOW).

*Failure to deactivate the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature on devices prior to sending to e-Cycle will result in a considerable delay in processing and may result in significant reduction or forfeiture of payment. These devices will not be returned.



Samsung Security Checklist

Please complete the steps below to ensure the Find My Mobile Reactivation Lock is deactivated prior to sending your Samsung devices to e-Cycle.*

Turn Off Find My Mobile Reactivation Lock

Below are the most common paths for deactivating the Find My Mobile Reactivation Lock on Samsung devices. If the steps in the first option do not apply to the menu selections available on your device, please try the second option.

Option 1:

1. Access the Settings app on your device
2. Select Security
3. Scroll to Reactivation Lock (under Find My Mobile) and tap the check box to uncheck
4. If a disclaimer pops up, select OK to accept; Otherwise, proceed to step 5
5. Enter your Samsung account password and select Confirm
6. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

Option 2:

1. Access the Settings app on your device
2. Select the Personal menu tab along the top
3. Select Lock Screen and Security
4. Select Find My Mobile (under Security)
5. Scroll to Reactivation Lock and toggle the button to the OFF position
6. Select OK to accept the disclaimer
7. Enter your Samsung account password and select Confirm
8. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

IMPORTANT: Do not wipe your device without first disabling the Reactivation Lock.

Already Shipped Your Device?

Please Note:

The Find My Mobile Reactivation Lock is a device-based security feature. Samsung offers an online deactivation tool, but it does not guarantee your device(s) will be properly unlocked for e-Cycle processing.

Use the online steps provided on the right only when your device(s) could not be deactivated following the device-based instructions provided above.

Follow these steps:

1. Sign in to your Samsung account at: <http://findmymobile.samsung.com>
2. Click the Display Registered Devices button (top left)
3. Select the device you would like to deactivate from the Registered Devices displayed
4. In the menu bar on the left, select Unlock My Device, then Disable Reactivation Lock
5. Enter your Samsung account password and select Unlock

Do you have questions or need assistance? Contact the e-Cycle support team at GoGreen@e-Cycle.com or 1.855.329.2536 (855.ECYCLE.NOW).

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